

1. A1 (a) VISION AND GOALS, USP SECTION 2, PAGES 2-4, PERFORMANCE STANDARDS AND INDICATORS

The Rehabilitation Services Administration (RSA) will implement the Performance Evaluation Standards and Performance Indicators with the reporting of data to comply with the 34 CFR 361, Subpart E, 361.80 through 361.89 of the Rehabilitation Act of 1973, as amended in 1998. The information below will provide DSB performance for Standard 1 and Standard 2.

Evaluation Standard 1- Employment Outcomes.

A Designated State Unit (DSU) must assist any eligible individual, including an individual with a significant disability, to obtain, maintain, or regain high-quality employment.

In order to pass Standard 1 a state VR agency must meet or exceed the performance level for four of the six indicators including meeting or exceeding the performance level for two of the three primary indicators. Primary indicators are 1.3, 1.4 and 1.5.

- **Performance Indicator 1.1: Change in the number of employment outcomes**

The difference between the number of individuals exiting the VR program who achieved an employment outcome during the current performance period compared to the number of individuals who exit the VR program after achieving an employment outcome during the previous performance period.

Required performance: Must equal or exceed previous year's performance.

~~DSB Performance: FY 1999-292 FY 2000-310 Difference: +18~~

~~*2002 Update: FY 2001 DSB Performance- 324 difference +14 or 4.51% increase*~~

~~*2003 Update: FY 2001 DSB Performance- 634 difference + 32 or .31% increase*~~

- **Performance indicator 1.2: Percent Employed**

Of all individuals who exit the VR program after receiving services, the percentage who are determined to have achieved an employment outcome.

Required Performance: Performance level must be 68.9%.

~~DSB Performance: FY 1999-292 /81.66% FY 2000-310/ 73.3%~~

~~*2002 Update: FY 2001 DSB Performance- 360 individuals exited after receiving services with 324 status 26 closures. 90% exited program with an employment outcome.*~~

~~*2003 Update: FY 2001 DSB Performance- 756 individuals exited after receiving services with 634 status 26 closures. 83.86% exited program with an employment outcome.*~~

- Performance indicator 1.3: Employed Competitively

Of all individuals determined to have achieved an employment outcome, the percentage who exit the VR program in competitive, self- or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage. Minimum wage is defined in the regulations as the Federal or State minimum wage, whichever is higher. Required Performance: 35.4%

~~DSB Performance: FY 1999 159/47.32% FY 2000 151 / 48.7%~~

~~2002 Update: FY 2001 DSB Performance- 65.9%~~

~~324 individuals exited the VR program with an employment outcome~~

~~204 individuals exited the VR program with an employment outcome earning at least minimum wage (\$5.15 per hour)~~

2003 Update: FY 2002 DSB Performance- 56.62%

634 individuals exited the VR program with an employment outcome

359 individuals exited the VR program with an employment outcome earning at least minimum wage (\$5.15 per hour)

- Performance indicator 1.4: Significant Disability

Of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.

Required Performance: 89.0%

~~DSB Performance: FY 1999 100% FY 2000 100%~~

~~2002 Update: FY 2001 DSB performance- 100%~~

~~204 individuals exited the VR program with an employment outcome earning at least minimum wage (\$5.15 per hour)~~

~~204 individuals with significant disabilities exited the VR program with an employment outcome earning at least minimum wage (\$5.15 per hour)~~

2003 Update: FY 2002 DSB performance- 100%

359 individuals exited the VR program with an employment outcome earning at least minimum wage (\$5.15 per hour)

359 individuals with significant disabilities exited the VR program with an employment outcome earning at least minimum wage (\$5.15 per hour)

- Performance indicator 1.5: Earning Ratio

The average hourly earnings of all individuals who exit the VR program in competitive, self- or BEP employment with earning levels equivalent to at least the minimum wage as a ratio to the state's average hourly earning for all individuals in

the state who are employed (as derived from the Bureau of Labor Statistics Report “State Average Annual Pay” for the most recent available year).

Required Performance: A ratio of .59

~~DSB Performance: FY 1999 .64 FY 2000 .69~~

~~2002 Update: FY 2001 DSB Performance-.75~~

~~204 individuals exited the VR program with an employment outcome earning at least minimum wage (\$5.15 per hour~~

~~\$9.45 average hourly wage of individuals who exited the VR program with an employment outcome earning at least a minimum wage (\$5.15 per hour)~~

~~\$12.65 State’s average hourly earning resulting in a .75 ratio~~

2003 Update: FY 2002 DSB Performance-.710

359 individuals exited the VR program with an employment outcome earning at least minimum wage (\$5.15 per hour)

\$9.14 average hourly wage of individuals who exited the VR program with an employment outcome earning at least a minimum wage (\$5.15 per hour)

\$12.88 State’s average hourly earning resulting in a .710 ratio

- Performance indicator 1.6: Self-Support

Of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage, the difference between the percentage who report their income as the largest single source of economic support at the time they exit the VR program and the percentage who report their own income as the largest single source at the time they apply for VR services.

Required Performance: Performance level is a difference of 30.4%

~~DSB Performance: FY 1999 34.67% FY 2000 33.5 %~~

~~2002 Update: FY 2001 DSB Performance 32.36%~~

~~186 or 91.18% individuals reported their own income as the largest single source of support at the time of exiting the VR program~~

~~120 or 58.82% individuals reported their own incomes as the largest single source of support at the time of application.~~

~~66 or 32.36% difference between the two percentages~~

2003 Update: FY 2002 DSB Performance 28.97%

296 or 82.5% individuals reported their own income as the largest single source of support at the time of exiting the VR program

192 or 53.5% individuals reported their own incomes as the largest single source of support at the time of application.

63 or 28.97% difference between the two percentages

Evaluation Standard 2: Equal Access to Services

- 2.1 The service rate of all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities from non-minority backgrounds.
Required performance level: .80

~~FY 1999 .78 — FY 2000 1.04~~

~~2002 Update: FFY 2001 DSB Performance — .95~~

~~161 minorities exited the VR program
100 minorities exited the VR program after receiving services
62.11% Service rate of minority individuals~~

~~397 non-minorities exited the VR program
260 non-minorities exited the VR program after receiving services
65.49% service rate for non-minorities~~

~~.95 ratio level of service rate~~

2003 Update: FFY 2002 DSB Performance - .970

171 minorities exited the VR program
108 minorities exited the VR program after receiving services
63.2% Service rate of minority individuals

387 non-minorities exited the VR program
252 non-minorities exited the VR program after receiving services
65.1% service rate for non-minorities

.970 ratio level of service rate

DSB continues to evaluate performance standards and indicators annually and seek technical assistance from RSA. DSB sought technical assistance from RSA Representative to increase performance in Performance Indicator 1.6 Self-support. Strategies were discussed to improve this area.

2. F1 (h) FUNDING, USP SECTION 2, PAGES 28-29, EVALUATION AND REPORT OF PROGRESS IN ACHIEVING IDENTIFIED GOALS AND PRIORITIES AND USE OF TITLE I FUNDS FOR INNOVATION AND EXPANSION ACTIVITIES

2002 Updates

2003 Updates

DSB continues to provide grants to three Centers for Independent Living(CILs): Mainstream, Spa Area Independent Living Services (SAILS) and Delta Resource Center. The grants provide employment-related services.

~~*Radio Reading Service is moving its operations to Arkansas Education Television Network (AETN). Radio Reading Service is a telephone reader service that provides selected access to various publications.*~~

Radio Reading Service completed moving its operations to Arkansas Education Television Network (AETN). Radio Reading Service operates a 24/7 broadcast service via a statewide network and a telephone reader service that provides selected access to 14 state and national newspapers and other publications.

Funds were provided by the DSB and the Arkansas Department of Education for a weekend Transition Seminar hosted by the Arkansas affiliate of the National Association of Blind Students. The students were housed at the Arkansas School for the Blind , October 11 through October 13, 2002, and supervised by volunteers from the National Federation of the Blind. A student mentor from the Louisiana Center for the Blind and blind students from the University of Arkansas at Fayetteville led group discussions. The students who participated in the seminar were encouraged to get the most out of the time they had remaining in high school and to begin to focus on their individual employment or post secondary educational goals. However, the weekend was not all work, and the students were treated to a trip to the Arkansas State Fair on Saturday evening.

DSB collaborated with Arkansas School for the Blind Outreach in spearheading an effort to bring about a Braille Production center focused on the needs of postsecondary students.

~~*DSB collaborated with the Arkansas Employment Security Division (ESD) to implement JOBLINE, telephone based information system to provide access to career and recruitment information for persons who do not read standard print and cannot drive to employment ESD office locations. JOBLINE offers Internet access for employment and recruitment information.*~~

A low number of inquiries to the JOBLINE, a telephone-based information system to provide access to career and recruitment information for persons who do not read standard print and cannot drive to employment ESD office locations, has prompted

DSB to explore new ways to increase awareness of JOBLINE. The advantage of this access method, which is provided by ESD and the National Foundation for the Blind, is that it can provide more specific job search information to the consumer. Using other similar programs, consumers must listen to the entire employment section of the classified advertisements in newspapers. JOBLINE allows the consumer to target specific types of jobs, request job openings in a certain zip code, and/or specify a distance from the consumer's home to search for job opportunities. DSB will develop informational fliers about JOBLINE to distribute to State Workforce Investment Boards (SWIB's), Independent Living Centers, One-Stop Centers, and Department of Human Services Offices statewide. DSB will review the information about JOBLINE that is posted on the DSB website. DSB Counselors will be reminded to inform consumers about JOBLINE.

DSB continues to train special education teachers and literacy providers using the American Foundation for the Blind (AFB) sponsored training "Bridging the Gap: Best Practices for Instructing Adults who are Visually Impaired and Have Low Literacy Skills." The training program addresses low literacy skills for individuals who are visually impaired. Equipment has been purchased that can be checked out at the Adult Literacy office in Little Rock. Also, it has provided networking opportunities among teachers, providers, and DSB staff. There was excellent collaboration among Adult Literacy, Adult Basic Education, Lions World Services for the Blind and DSB in the development and implementation of this project to address low literacy. DSB has held two trainings and three more trainings are scheduled. DSB has trained 35 teachers and literacy providers and 70 others are scheduled for training. Due to the success of this project, another grant has been done to hold additional trainings in Little Rock and two outlying areas.

3. A1 (a) VISION AND GOALS, USP SECTION 2, PAGES 4-5, STRATEGIES AND METHODS USED TO EXPAND AND IMPROVE SERVICES

2002 Update:

~~DSB has entered into an agreement for technology training in the Central Arkansas area with JKelly Educational/Career Training Center as an additional resource to provide training opportunities for individuals with visual disabilities. Training is provided in Microsoft Excel, Power Point and other applications to gain a comprehensive understanding of effective skills. DSB assisted JKelly with the purchase of accessible software applications to accommodate individuals with visual disabilities.~~

~~The American Foundation for the Blind (AFB) sponsored training "Bridging the Gap: Best Practices for Instructing Adults who are Visually Impaired and Have Low Literacy Skills. The purpose of this training was to return to home states and implement a program addressing low literacy skills for individuals who are visually impaired. DSB is collaborating with Adult Literacy, Adult Basic Education and Lions~~

~~World Services for the Blind to develop a project to address low literacy. AFB will provide grant funds to assist with the implementation of proposals funded.~~

~~As DSB is faced with reduction in Arkansas General Revenue funding, we are continually seeking opportunities to supplant resources that may be eliminated. Staff is participating in an online grant writing course. Upon completion of this course DSB anticipates making application for grants and stipends to assist with the delivery of services to visually impaired or blind individuals.~~

~~DSB submitted a grant proposal under the Rehabilitation Services Administration Projects with Industry Program. The grant was submitted to address Invitational Priority 3, to facilitate the school-to-work transition of students with disabilities.~~

~~DSB staff participated in training to address the Ticket to Work Program administered by the Social Security Administration. Ticket to Work is designed to remove some of the barriers built into the Social Security Administration disability programs preventing beneficiaries to return to work. Ticket to Work also is designed to encourage beneficiaries to access vocational rehabilitation services to assist them to return to work. Arkansas is one of the scheduled to become a Ticket state in 2003. Tickets will begin to be mailed to beneficiaries in November 2002.~~

2003 Update:

DSB continues coordinating technology training in the Central Arkansas area with JKelly Educational/Career Training Center as an additional resource to provide training opportunities for individuals with visual disabilities. Training is provided in Microsoft Excel, Power Point and other applications to gain a comprehensive understanding of effective skills.

DSB has used the American Foundation for the Blind's (AFB) "Bridging the Gap; Best Practices for Instructing Adults who are Visually Impaired and Have Low Literacy Skills" training, which was mentioned above, as a strategy for improving services to individuals with low literacy skills who are visually impaired. A grant has expanded the project to serve more people and train more educators.

DSB requires staff to obtain a bid for all purchases for individuals with a disability when the cost of the item exceeds \$1,000. By continuing this procedure when state policies increased the amount required for bids to \$5,000 allows DSB to continue to comply with requirements to make wise and frugal financial policies and procedures.

DSB was not funded for its grant proposal under the Rehabilitation Services Administration Projects with Industry Program. The grant would have addressed Invitational Priority 3, to facilitate the school-to-work transition of students with disabilities.

DSB has completed training staff to address the Ticket to Work Program administered by the Social Security Administration. Ticket to Work is designed to remove some of the barriers built into the Social Security Administration disability programs preventing beneficiaries to return to work. Ticket to Work also is designed to encourage beneficiaries to access vocational rehabilitation services to assist them to return to work. Arkansas became a Ticket state in 2003, and DSB has begun to get some tickets assigned to the agency. DSB provides technical assistance on Ticket to Work upon request to local Department of Human Services Offices statewide, covering 75 counties and 83 offices.

4. USP SECTION 2, PAGES 13-16, COMMUNITY REHABILITATION PROGRAMS

2002 Update

~~The Rehabilitation Services Administration (RSA) issued policy defining an employment outcome as, an individual entering or retaining full-time or, if appropriate, part-time competitive employment in an integrated labor market, supported employment or any other type of employment, telecommuting, or business ownership, that is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.~~

~~Vocational Rehabilitation agencies are required to refer to local extended employment providers (e.g. community rehabilitation programs) individuals with disabilities who make informed choice to pursue extended employment after DSB has informed the individual of the nature of the VR program, the individual's integrated employment options, and any other information required by the Rehabilitation Act, as amended in 1998, specifically, section 361.37(b). RSA regulations make it clear extended employment remains a viable, interim option for purposes of preparing participants in the VR program for employment in integrated settings and a long-term employment option through sources other than the VR program for those individuals who prefer to work in extended employment facilities.~~

~~DSB has provided training and guidance to VR counselors. Because of this change in regulations it is anticipated the number of DSB consumers entering CRPs will be reduced during FFY 2003.~~

2003 Update

DSB will not continue its contract with the Arkansas Rehabilitation Services in which payment to Community Rehabilitation Programs was block funded. DSB does not have as many consumers attending CRP's as in past years and it is felt that the agency can save money by funding these consumers on an individual basis rather than in a block. The agency will work with local CRP's to develop feasible programs to put consumers

to work in communities and also develop more job placement services in the community to better utilize available resources.

5. D1 (d) NEEDS ASSESSMENT, USP SECTION 2, PAGES 16-18, STATEWIDE NEEDS ASSESSMENT, ESTIMATES, GOALS AND PRIORITIES; STRATEGIES AND PROGRESS REPORTS

~~2002 Update Program Evaluation~~

~~An Invitation for Bid was let January 22, 2002 to conduct a program evaluation of the vocational rehabilitation services provided by DSB for FFY 2000-2001. This evaluation will include transition and supported employment programs and services delivered direct or purchased by DSB. The contractor will evaluate DSB's effectiveness in all aspects of the service delivery process beginning with the application for service, eligibility determination, provision of services and closure. The contractor will interview consumers including those with active and closed cases. The contractor will determine DSB's effectiveness as related to informed choice, promoting customer satisfaction, job placement and retention, supported employment, disability populations served, unserved and underserved, personal assistance services, assistive technology and caseload management.~~

~~The bid was awarded to Opinions Research Associates (ORA). The bid submitted by ORA combined the program evaluation and a comprehensive needs assessment. As a Division within the Arkansas Department of Human Services, DSB awarded the bid to ORA on March 24, 2002. A contract was developed in accordance with DHS policies and procedures and is pending a review by the Arkansas Legislative Council. The effective date of the contract is July 1, 2002-December 31, 2003. The contract is performance-based as is required by the State of Arkansas.~~

~~Client Satisfaction Survey~~

~~The DSB Case Reviewer mailed 825 surveys to vocational rehabilitation consumers, of this number 240 surveys were returned or 29%. The survey results are stated below.~~

~~Results:~~

~~215 consumers or 90% responded they were satisfied with the vocational rehabilitation services received. 18 consumers or 7% responded they were not satisfied. 7 consumers or 3% did not respond to the question.~~

~~190 consumers or 81% responded that their VR counselor had contacted them within the past 90 days. 40 consumers or 17% responded they had not been contacted. 6 consumers or 2% did not respond to the question.~~

~~191 consumers or 80% indicated they were given the opportunity to select their doctor, hospital, training facility or service provider. 29 consumers or 12% responded they~~

~~were not given the opportunity to select their providers. 20 consumers or 8% did not respond to the question.~~

~~Need identified by consumers included: Equipment, medical services, dental services, chore services, transportation, training and referral.~~

~~Copies of all surveys were given to Field Supervisors for discussion with respective counselors regarding methods to improve performance and service needs identified.~~

2003 Update-Program Evaluation

Client Satisfaction Survey

The DSB Case Reviewer mailed 785 surveys to vocational rehabilitation consumers, of this number 263 (34%) surveys were returned. The survey results are stated below.

Results:

239 consumers or 91% responded they were satisfied with the vocational rehabilitation services received. 18 consumers or 7% responded they were not satisfied. Six (6) consumers or 2% did not respond to the question.

214 consumers or 81.4% responded that their VR counselor had contacted them within the past 90 days. 38 consumers or 14.4% responded they had not been contacted. 11 consumers or 4.2% did not respond to the question.

211 consumers or 80% indicated they were given the opportunity to select their doctor, hospital, training facility or service provider. 20 consumers or 8% responded they were not given the opportunity to select their providers. 32 or 12% did not respond to the question.

Needs identified by consumers include: training; equipment and supplies; transportation; medical and dental services; and job placement assistance.

In addition to the in-house survey, DSB authorized an independently conducted client satisfaction survey by Opinion Research Associates. Of the 251 consumers surveyed:
154 (61%) said DSB did an excellent job of providing services
25 (10%) said DSB did a good job
47 (19%) said DSB did an average job
15 (6%) said DSB did a bad job
9 (4%) said DSB did a very bad job

The 251 consumers responded to the following survey questions:

Had Trouble with the Time It Took to Receive a Service after Enrollment

- 189 (75%) said they never had trouble with timeliness
- 38 (15%) said they occasionally had

- 8 (3%) said they often had
- 11 (4%) said they always had
- 5 (2%) did not know

Had the Right of Confidentiality Explained

- 212 (84%) responded yes
- 34 (14%) responded no
- 5 (2%) did not know

Were Aware of Their Right to Review Their Own Records

- 171 (68%) were aware
- 74 (29%) were not aware
- 6 (2%) did not recall

Knew Their VR Counselor's Name

- 201 (80%) knew
- 47 (19%) did not know
- 3 (1%) did not respond

Rated VR Counselor's Courtesy

- 221 (88%) said their VR Counselor was always courteous
- 9 (4%) said their VR Counselor was frequently courteous
- 11 (4%) said their VR Counselor was average in this area
- 1 (0%) said his/her VR Counselor was never courteous

Rated VR Counselor's Helpfulness

- 202 (80%) said their VR Counselor was always helpful
- 14 (6%) said their VR Counselor was frequently helpful
- 16 (6%) said their VR Counselor was average in this area
- 5 (2%) said their VR Counselor was seldom helpful
- 5 (2%) said their VR Counselor was never helpful
- 9 (4%) said they did not know

Rated VR Counselor's Concern/Interest

- 193 (77%) said their VR Counselor was always concerned/interested
- 19 (8%) said their VR Counselor was frequently concerned/interested
- 16 (6%) said their VR Counselor was average in this area
- 7 (3%) said their VR Counselor was seldom concerned/interested
- 7 (3%) said their VR Counselor was never concerned/interested
- 9 (4%) said they did not know

Rated VR Counselor's Professionalism

- 206 (82%) said their VR Counselor was always professional
- 20 (8%) said their VR Counselor was frequently professional
- 8 (3%) said their VR Counselor was average in this area
- 3 (1%) said their VR Counselor was seldom professional

- 5 (2%) said their VR Counselor was never professional
- 9 (4%) said they did not know

Ever Had Services Denied by Program Enrollment

- 215 (85%) never had services denied
- 34 (14%) had services denied
- 3 (1%) did not know

Was Denial Explained

Of the 34 (14%) of consumers who had been denied services:

- 22 (65%) said the reason for denial was explained
- 10 (29%) said the reason was not explained
- 2 (6%) did not recall

Aware of Right to Appeal Denial of Services

- 194 (77%) were aware
- 55 (22%) were not aware
- 2 (1%) did not know

Do You Know How to Appeal a Decision?

- 82 (33%) knew how
- 165 (66%) did not know how
- 4 (2%) did not know

What Impact Has DSB Had on your Life?

- 161 (64%) said DSB had a great impact on their lives
- 28 (11%) said DSB had a high impact on their lives
- 40 (16%) said DSB had a moderate impact on their lives
- 11 (4%) said DSB had little impact on their lives
- 4 (2%) said DSB had no impact on their lives
- 7 (3%) did not know

Has DSB Had Sufficient Funds to Meet Client's Needs

- 144 (57%) said yes
- 75 (30%) said no
- 32 (13%) did not know

Has Consumer Received Any Specialized Training

- 103 (41%) said yes
- 144 (57%) said no
- 4 (2%) did not know

To What Extent Did Consumer Participate in Planning His/Her Vocational Goals with Your Counselor?

- *61 (24%) participated a great deal*
- *27 (11%) participated some*
- *13 (5%) participated very little*
- *33 (13%) said they did not participate at all*
- *117 (47%) did not know*

Were You Given a Copy of Your IPE?

- *65 (26%) yes*
- *113 (45%) no*
- *73 (29%) did not know*

Copies of all surveys were given to Field Supervisors for discussion with respective counselors regarding methods to improve performance and service needs identified.

COMPREHENSIVE NEEDS ASSESSMENT

2002 Update Comprehensive Needs Assessment

~~*DSB, A Division within the Arkansas Department of Human Services (DHS) is required to issue grants and contracts in compliance with DHS and State guidelines. To comply with the requirement in the Rehabilitation Act of 1973, as amended in 1998, to conduct a comprehensive needs assessment every three years, and Invitation for Bid (IFB) was let to secure a contractor to conduct the needs assessment. The IFB was issued on three separate occasions, without a successful bidder in the first two attempts. The third IFB was issued January 22, 2002 and resulted in an award to Opinion Research Associates ORA. A contract must be developed with ORA in compliance with DHS and State requirements. The effective date of the contract is July 1, 2002. All contracts are subject to Arkansas Legislative Review before the final award is made.*~~

2003 Update Comprehensive Needs Assessment

An independently conducted thorough needs study was conducted by Opinion Research Associates. Results are provided below.

Of the 251 VR clients surveyed:

- *77 (31%) respondents cited transportation as the greatest need*
- *40 (16%) cited jobs*
- *37 (15%) cited mobility*
- *27 (11%) cited reading*
- *2 (1%) cited shopping*
- *6 (2%) cited money*
- *7 (3%) cited social*
- *3 (1%) cited medical*

- 1 (0%) cited housing
- 32 (13%) cited other
- 19 (8%) responded they did not know what the biggest problem that a blind or visually-impaired person faces is

6. USP SECTION 2, PAGES 21-25, ORDER OF SELECTION

2002 Update

<i>Categories</i>	<i>Clients Served</i>	<i>26 Closures</i>	<i>Costs</i>
<i>I</i>	<i>426/37%</i>	<i>101/31%</i>	<i>\$ 963,437.77</i>
<i>II</i>	<i>598/52%</i>	<i>184/57%</i>	<i>\$1,186,385.80</i>
<i>III</i>	<i>85/7%</i>	<i>21/6%</i>	<i>\$ 157,191.92</i>
<i>IV</i>	<i>46/4%</i>	<i>18/5%</i>	<i>\$ 133,344.14</i>
<i>Total</i>	<i>1155</i>	<i>324</i>	<i>\$2,440,359.63</i>

Average cost per client: \$2112.87

Number of minorities served: 311

Projections for FY 2002-2003

I—40%
II—53%
III—5%
IV—2%

2003 Update

<i>Categories</i>	<i>Clients Served</i>	<i>26 Closures</i>	<i>Costs</i>
<i>I</i>	<i>397/35%</i>	<i>100/31%</i>	<i>\$ 452,686.48</i>
<i>II</i>	<i>575/50%</i>	<i>186/57%</i>	<i>\$ 683,896.76</i>
<i>III</i>	<i>125/11%</i>	<i>30/9%</i>	<i>\$ 108,579.55</i>
<i>IV</i>	<i>43/4%</i>	<i>9/3%</i>	<i>\$ 15,024.26</i>
<i>Total</i>	<i>1140</i>	<i>325</i>	<i>\$1,260,187.05</i>

Average cost per client: \$1,105.42

Number of minorities served: 390

Projections for FY 2002-2003

I 37%

II 48%

III 10%

IV 5%

**7. F1 (h) FUNDING, USP SECTION 2, PAGES 27-28, QUALITY SCOPE AND
EXTENT OF SUPPORTED EMPLOYMENT SERVICES**

2002 Update:

~~DSB continues to provide supported employment services. Agreements are updated with providers including Mainstream, Easter Seals, Abilities Unlimited, Goodwill Industries, HIRE (Helping Individuals Reach Employment) and United Cerebral Palsy. In FY 2001, DSB provide supported employment services to 22 individuals. Of this number 13 cases were closed, 9 of which were closed non-competitively in supported employment, 2 were closed non-competitively not in supported employment and 2 were closed without employment outcome.~~

~~FFY 2002-2003 Projections: 28 consumers will be served~~

2003 Update:

DSB continues to provide supported employment services and uses the following providers: Mainstream, Easter Seals, Abilities Unlimited, East Ark Enterprises, Fort Smith Skills Training Center, Pathfinders, Mid Arkansas River Valley Abilities (MARVA) Inc., Skills Training and Rehabilitation (STAR) Skills Training Center, Forrester - Davis Development Center, Rainbow of Challenges, Arkansas Support Network, Clovernook Center for the Blind, Cross County Special Workshop, Goodwill Industries, HIRE (Helping Individuals Reach Employment), Benchmark Industries Inc., Ouachita Industries, Jenkins Industries, Inc., Faulkner County Council on Developmental Disabilities, and United Cerebral Palsy. In FY 2002, DSB provide supported employment services to 12 individuals. Of this number 3 cases were closed, 2 of which were closed competitively employed not in supported employment and 1 was closed without employment outcome. No closures were closed non-competitively in supported employment or in non-competitively-not in supported employment.

FFY 2003-2004 Projections: 30 consumers will be served

8. J1 (c) USP SECTION 2, PAGES 37-45, COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT

2002 Update

~~DSB presently has 76 authorized positions and a total of 64 employees providing services to individuals with visual disabilities statewide. There are 12 Vocational Rehabilitation Counselors and 10 Rehabilitation Teachers.~~

~~➤ Vocational Rehabilitation Counseling:~~

~~Two Vocational Rehabilitation Counselors are Certified Rehabilitation Counselors (CRC).~~

~~— One of these VR counselors has Orientation and Mobility Certification~~

~~Three Vocational Rehabilitation Counselors are enrolled in the Master of Arts in Counseling with emphasis on Rehabilitation Counseling Program at the University of Arkansas at Little Rock. The status of three VR counselors:~~

~~—— 1 in Supervised practicum, eligible to test for CRC~~

~~—— 2 has completed 24 hours~~

~~—— 1 has completed 15b hours~~

~~Four Vocational Rehabilitation Counselors are enrolled in the Consortium for Distance Education in Rehabilitation (CDER II II & I), Masters in Rehabilitation Counseling Program, University of North Texas and San Diego State University. The status of these four VR counselors:~~

~~—— 2 are eligible to test for CRC in October 2002 and scheduled to take test December 2002~~

~~—— 1 has completed 20 hours/CDER II~~

~~—— 1 is enrolled in /CDER III~~

~~The remaining three VR Counselors status:~~

~~—— 1 has a lapsed Arkansas State Board of Counseling, Licensed Professional Counselor (LPC), eligible to test for CRC~~

~~—— 2 are in retiree status, currently enrolled in DROP/one has Association for the Education and Rehabilitation of the Blind and Visually Impaired Certification (AER), Rehabilitation Teaching and Orientation and Mobility Certification~~

~~—— 1 Field Supervisor has completed 15 hours in the UALR Master of Arts in Counseling with Emphasis in Rehabilitation Counseling~~

~~➤ Certification for Rehabilitation Teachers:~~

~~9 Rehabilitation Teachers:~~

~~5 Rehabilitation Teachers with AER certification/ 1 Orientation and Mobility Certification~~

~~1 Rehabilitation Teacher is seeking certification~~

~~3 Rehabilitation Teachers have no certification~~

➤ ~~Community leadership Institute for Change Knowledge (CLICK):~~

~~Two Rehabilitation Teachers and one Staff Development Specialist II are enrolled in this program sponsored by the University of Arkansas Regional Rehabilitation Continuing Education Center. All three have completed sessions I and II.~~

2003 Update

The Arkansas Division of Services for the Blind (DSB) supports a Comprehensive System of Personnel Development (CSPD) as required by Section 101(a)(7) of the Rehabilitation Act of 1973 as amended. DSB's CSPD Plan is aimed at securing and maintaining an adequate supply of qualified rehabilitation professionals and paraprofessionals to provide rehabilitation services to blind and visually impaired Arkansans.

DSB presently has 76 authorized positions and a total of 60 current employees providing services to a total of 2,339 consumers, of whom 1,384 are vocational rehabilitation clients. There are 12 Vocational Rehabilitation Counselors and 9 Rehabilitation Teachers. This provides a VR counselor ratio of 115:1. The remaining VR staff includes two field supervisors, one case reviewer, ten business and technology staff (including Vending Facility Program), 18 support staff and nine administrative staff. It is anticipated that 2-4 VR Counselors will be needed over the next 5-year period. DSB has established a deadline of September 30, 2005 for vocational rehabilitation counselors currently employed to meet CSPD requirements.

DSB continues to focus heavily on implementing the Division CSPD Plan. The Comprehensive Personnel Development Team (CPDT) appointed by the Director consists of the Field Services Administrator, a Field Supervisor, a CRC VR Counselor, a Secretary II, a Rehab. Teacher, a Policy Writer, a Training Coordinator, a Team Leader, and a UALR Professor as advisor. Issues addressed included: education plans/training plans, CRC Test, payback agreement, and report on university scholars in UALR's Masters Program. DSB staff continue to participate in a variety of teleconferences, state and federal conferences for personal growth.

The Arkansas Office of Personnel Management (OPM) continues to recommend the minimum qualifications, job descriptions and salary rates for specific classifications, based upon labor market surveys, which are then reviewed and approved by the legislature. OPM has amended State Minimum Qualifications for entry-level staff to show preference for rehabilitation field certifications. Similarly, senior positions now require such certification or its equivalency based upon the current standards of each certifying entity. DSB utilizes the Oklahoma State University Rehabilitation Recruitment Center to advertise vacancies nationwide. Locally, the Arkansas Department of Human Services personnel vacancies are published in the Career Opportunities Bulletin, the statewide newspaper, DSB website, ESD offices, other state agencies, and college and university recruitment bulletins. Internships are available to

students in the rehabilitation programs across the state. Recruitment efforts are ongoing to colleges and universities with a predominately minority enrollment. Additionally, DSB serves on the UAPB undergraduate Advisory Committee.

This Division will recruit, and, to the degree possible, hire counselors with a Master's Degree in Rehabilitation Counseling or other closely related degree, and utilize the CPDT to implement an education plan for existing personnel to be retrained to meet certification standards for the certifying entities: *CRC, *LPC, *ACVREP (formerly AER) and *LOC.

Staff development: State Special Education is a partner to DSB in enactment and monitoring of the transition requirements under the Rehab. Act, which mirror similar requisites under Individuals with Disabilities Education Act (IDEA). Higher education trains staff in rehabilitation specialty areas, and DSB provides leadership training for staff with the In-service Training Grant as a vehicle for implementation. Training is provided based on Training Needs Assessment conducted annually to address issues of retention of qualified staff, succession planning and leadership development.

Individual Communication Needs:

DSB provides interpreter services through a contract with Communication Plus for communication with persons with limited English speaking ability. Appropriate modes of communication, including sign language interpreters are available on a contractual basis. The directive to utilize Communication Plus has been provided to all staff and is on file in each DSB office and the Counselor Field Manual. Additionally, DSB serves on the Arkansas Advisory Committee for the Arkansas Project for Children with Deafblindness and is an affiliate of the Helen Keller National Center.

Reader service, guide service, and any special adaptive equipment are made available to applicants for services, consumers and DSB personnel. Information is also available in the medium of choice for persons making application for services provided by DSB and for persons with a disability who are employed by DSB.

Update: Education activities for professionals and paraprofessionals in meeting certification standards:

*CRC- Council on Rehabilitation Counselor Certification
DSB has 12 Vocational Rehabilitation Counselors

Three (3) CRC

Two (2) CRC Counselors currently enrolled in Directions in Rehabilitation Counseling On-line Program for maintaining Certification

Four (4) individuals currently enrolled in university programs to meet educational requirements per the agency CSPD Plan.

Three (3) University of Arkansas at Little Rock (UALR)

Counseling
Master of Arts in Counseling with emphasis in Rehabilitation
(One Dual Masters/Rehabilitation Teaching Program)
One VR Field Supervisor
One (1) Consortium for Distance Education in Rehabilitation (CDER)
Masters in Rehabilitation Counseling Program
University of North Texas and San Diego State University
One (1) New VR Counselor-Applicant Process

*LPC - Arkansas State Board of Counseling (Licensed Professional Counselor)
One (1) Lapsed LPC-scheduled for October 2003 CRC Exam

Two- Retiree Status
Retirees are required to take Introduction to Rehabilitation Counseling or a related course which impact their job performance.

One (1) VR Counselor ACVREP Certified and completed a course at the University of Arkansas Community College

DSB has utilized UNT-CDER and UALR Masters in Rehabilitation Counseling Programs with the In-service Training Grant as a vehicle to implement the plan. September 30, 2005 is the deadline for vocational rehabilitation counselors currently employed to meet CSPD requirements. DSB has three CRC VR Counselors (one of these has Orientation and Mobility Certification), three currently Supervised Practicum-UALR and five scheduled for October, 2003 CRC Exam. Two graduated from UNT-CDER-1 in May, 2003 (one graduate retired, rehired as Case Monitor – CRC) and one scheduled to graduate in December, 2003.

Two Counselors utilized D-4 Category, which greatly aided DSB in implementing our CSPD Plan. CRCC and UALR Advisor assisted in prompt review of transcripts for education plan development.

DSB provides financial support for all activities related to obtaining and maintaining certification. DSB will pay for one repeat test, all other testing fees become the responsibility of the Counselor. DSB allows time for study on the job, and certification is a part of the Performance Evaluation Plan

Other activities and resources utilized to support the agency plan included:
*CRC Review Seminars sponsored by UALR and RCEC
*Various teleconferences and programs that grant pre-approved CEU's by CRCC
*Bridgeworks Teleconference Network for On-line Study Groups and the Ethics Series sponsored by Region VI RCEC
*Directions in Rehabilitation Counseling Program, a self-paced on-line course approved by CRCC that included 64 hours of credit with 4 bonus ethics units.

* ACVREP - Academy for Certification of Vision Rehabilitation & Education Professionals (formerly AER - Association for the Education and Rehabilitation of the Blind & Visually Impaired)

(Rehabilitation Teaching and Orientation and Mobility Certification)

-Nine Staff (includes 1-VR Counselor)

Succession Planning: Community Leadership Institute for Change Knowledge

3 CLICK Program/RCEC

2 – Complete Program – September, 2003

1 – Applicant Status - November, 2003

Other Certifications:

*LOC - Library of Congress

- One (1) (Certified Braille Transcriber)

The University of Oklahoma, College of Continuing Education

Certificate of Achievement in Training & Development Program

-Project Director/Training Coordinator

Licensed Social Worker (LSW)

State of Arkansas, The Arkansas Social Work Licensing Board

-Project Director/Training Coordinator

Certified Public Managers Program (CPM)

-Executive Leadership Institute in Rehabilitation-Oklahoma-Two

Administrators

-University of Arkansas at Little Rock - Arkansas Public Administration

Consortium - (APAC) - One Administrator

Certified Volunteer Managers Program (CVM)

-University of Arkansas at Little Rock - Arkansas Public Administration

Consortium (APAC) - Three Administrators

California State University, Northridge (CSUN)

Assistive Technology Applications Certificate Program (ATACP)

-Staff Development Specialist I

Randolph Sheppard Program

International Food Safety Council

-ServSafe Food Protection Manager Certification Program - Three

In collaboration with Arkansas Rehabilitation Services (ARS), universities are surveyed to solicit the number of graduates in the field of rehabilitation to develop a pool of professionals for recruitment of qualified personnel. The UALR Advisory Committee provides updates on University Program status at quarterly meetings.

DSB has partnered with universities across the state in providing practicums and internships and participates on various Advisory Boards; the University of Arkansas at Pine Bluff (UAPB), a Historical Black College/University (HBCU) Undergraduate Program in Rehabilitation; the UALR Master of Arts in Counseling Program; and Arkansas Independent Living Council (AILC).

Ten VR counselors continue to serve on local Workforce Investment Boards statewide as well as DSB's involvement in Employment Security One-Stop Activities. DSB participated in various Conferences sponsored by the State Workforce Investment Board and various Workforce Investment Act activities.

Community Outreach:

Public relations activities have greatly increased with counselors providing in-service training, giving technical assistance, and serving as speakers for colleges and universities. Counselors continue to participate in community fairs, conferences and workshops statewide. More than 6,000 brochures and promotional items have been distributed regarding DSB Services and programs aiding in recruiting individuals into the field of rehabilitation. J Kelly Referral Services, which has statewide distribution in both private businesses and church organizations, has been utilized for marketing and outreach.

Professional Growth /Development:

DSB Staff continues to be actively involved in consumer group and professional organizations: CSAVR/NCSAB spring and fall conferences; state and national Federation of the Blind (NFB) meetings and conferences; American Council of the Blind (ACB); the State Association for Education and Rehabilitation of the Blind and Visually Impaired (AER); the Arkansas Rehabilitation Association (ARA) Training Conference; and the National Certified Public Managers Conference.

Training has been accomplished with all staff participating in at least one or more training activity. These pre-service and post employment training opportunities enhanced and increased the supply of skilled personnel in the field of rehabilitation to more effectively manage the Vocational Rehabilitation Program on a statewide basis. Evaluation results, case reviews, and agency statistics indicate training provided through assistance of the In-Service Training Grant has resulted in upgrading existing skills and competencies of agency staff and improvements in staff performance. Through on going training efforts, the impact of improved vocational rehabilitation services provided to consumers contributed to achieving successful employment outcomes for 325 individuals.

It is anticipated that recruitment and retention of qualified staff will have an impact on training. Turnover is constant due to retirees, promotions, new hires and transfers. Therefore, New Employee Orientation Sessions are planned as needed.

Upgrading skills of VR Counselors has been established as a priority by the DSB Director to meet RSA CSPD requirements of qualified staff. Other DSB staff,

rehabilitation teachers, and support staff will need skills upgraded to meet requirements and enhance skills and competencies in their respective areas. This Division will continue to provide training for professionals and paraprofessionals to strengthen skills for staff to provide services leading to successful employment outcomes for blind and severely visually impaired Arkansans.

E1(c) STATE AND LOCAL GOVERNANCE, USP SECTION 2, PAGES 26-27,

DSB COMMISSION BOARD:

2002 Update:

~~The DSB held a public forum in conjunction with its June 8 2002 quarterly meeting to receive input from consumers, providers of services, other agencies and the public. Thirty-two (32) individuals attend the public forum. Interpreter Services was available during the public forum. A notice was placed in the Arkansas Democrat-Gazette, a statewide newspaper. Notice of the public forum was also submitted to Arkansas Radio Reading Service, Arkansas Rehabilitation Services, Arkansas Independent Living Council, Centers for Independent Living, Lions World Services for the Blind, Arkansas Department of Education-Special Education Unit, Arkansas School for the Blind, Arkansas School for the Deaf, Client Assistance Services (CAP), Arkansas Department of Human Services, Workforce Investment Board and consumer groups. Each DSB office was notified of the public forum. The 2002 state plan updates were available in Braille, large print, and electronically upon request. Input could be submitted via email and the DSB web site.~~

2003 Update:

~~DSB held a public forum in conjunction with its June 14, 2003 quarterly meeting to receive input from consumers, providers of services, other agencies and the public. Twenty-nine (29) individuals attend the public forum. Interpreter Services were available during the public forum. A notice was placed in the Arkansas Democrat-Gazette, a statewide newspaper. Notice of the public forum was also submitted to Arkansas Radio Reading Service, the DSB website, Arkansas Rehabilitation Services, Arkansas Independent Living Council, Centers for Independent Living, Lions World Services for the Blind, Arkansas Department of Education-Special Education Unit, Arkansas School for the Blind, Arkansas School for the Deaf, Client Assistance Services (CAP), Arkansas Department of Human Services, Workforce Investment Board, and consumer groups. Each DSB office was notified of the public forum. The 2003 state plan updates were available in Braille, large print, audiotape, and electronically in advance upon request and later at the forum. Input could be submitted via email and the DSB web site in addition to more traditional methods.~~

Each updated section of the state plan were reviewed and discussed.

No comments were received to require modifications in the state plan updates.

The Division of Services for the Blind (DSB) has a legally constituted Consumer Board (Act 481 of 1983), with its members appointed by the Governor, which under the Rehabilitation Act, as amended, meets the requirements to function as a Commission board. The Division Director is named by the Commission Board with the approval of the Governor, and develops and administers the agency program, at the direction of the Commission Board. Program priorities are set by the Commission Board every other year, and reviewed annually.

A formal report containing programmatic, fiscal and administrative information is presented to the Commission Board quarterly by the DSB Director. Advice and recommendations of the Commission Board are documented in official minutes and responsive reports are made during the following quarterly meetings to ensure compliance with public notice regulations.

In compliance with Federal directives, the DSB Commission Board mandates consumer satisfaction surveys be conducted annually. The DSB Case Reviewer provides satisfaction surveys to all DSB consumers on an annual basis. The surveys are provided in the individual's medium of choice. The DSB Case Reviewer compiles the results of the survey. The DSB Commission Board mandates an additional independent third party satisfaction survey of individuals receiving DSB services every three years. The results of both satisfaction surveys are presented to the DSB Commission Board for discussion, comment, and recommendation. The DSB Commission Board directs the DSB Director to modify policy and procedures within Federal regulations and law to improve customer satisfaction. The DSB Commission Board solicits input from individuals who are or have been recipients of DSB services.

The DSB Commission Board assures that it is a consumer-controlled Board representing the interests of individuals who are blind and conducts a review and analysis of the effectiveness of and consumer satisfaction with DSB service providers. The DSB Commission Board is responsible under Arkansas law for operating and/or overseeing the operation of the vocational rehabilitation program that provides services in Arkansas to individuals who are blind. The DSB Commission Board assures that DSB will administer the state plan in accordance with 34 CFR 361 ET al-State Vocational Rehabilitation Service Program.